

Healthcare Case Study

Shannon Medical Center

OVERVIEW

Shannon Medical Center, a locally-owned hospital in San Angelo, Texas, has been providing comprehensive healthcare services to West Texas for over 85 years. With a range of services, Shannon Medical Center supports the healthcare needs of the growing community. In collaboration with Shannon Clinic, the hospital employs over 3,750 employees and provides access to more than 350 providers across 26 locations, covering 25 counties. This regional hospital serves approximately 300,000 people.

With a small IT team of around 25 employees, including one cybersecurity specialist, Shannon Medical Center recognized the need to strengthen their security measures. Ashley Nesbitt, the Systems Security Administrator, understands the hospital's attractiveness as a target for attackers seeking vulnerabilities to exploit sensitive information.

SOLUTION

To address the challenges, Shannon Medical Center looked for a solution to provide additional security expertise and support. In October 2022, ActZero was deployed to bolster the hospital's cybersecurity efforts. ActZero's full-stack cybersecurity solution was implemented at Shannon Medical Center, providing the hospital with advanced threat detection, a team of experienced threat hunters, and support of a 24/7 Security Operations Center (SOC).

As the patent-pending Sixth Sense AI and threat hunters learned the hospital's environment with auto-blocking and high-fidelity detections, the team began seeing fewer alerts and false positives, saving the team valuable time.

CHALLENGES

Limited resources: Shannon Medical Center's small IT team faced challenges in effectively addressing cybersecurity risks.

Growing risk exposure: As the hospital adopted digital technologies like iPads, the potential for security vulnerabilities increased.



"We've been pleased with ActZero from the initial sales meeting to implementation. Our relationship with them as a partner has never wavered, and we value them as an extension of our IT team. We receive quick responses and real-world help when we have a cybersecurity question. They have jumped at every request and always follow up with great customer service."

Mike Russell, CIO, Shannon Medical Center

RESULTS

Within just three months, the implementation of ActZero yielded remarkable results for Shannon Medical Center.

- **Enhanced security measures:** ActZero SOC services provided continuous monitoring, proactive threat hunting, and incident response capabilities, bolstering the hospital's security posture.
- **Reduced vulnerabilities:** Within just three months, Shannon Medical Center witnessed a 90% decrease in vulnerabilities, ensuring a more secure environment from cyber attacks.
- **Real-time alerts and actions:** ActZero MDR seamlessly integrated with Microsoft 365, enabling prompt detection and response to potential security incidents. Nesbitt could address account-related alerts in seconds, ensuring the hospital's sensitive information remained protected.

"As a small IT team, we recognized the need for additional security expertise. ActZero has provided consistent and concise alerts, saving us time and ensuring our environment stays secure. ActZero gives us peace of mind and helps us promptly respond to potential threats. Working with ActZero has been a valuable partnership," said Ashley Nesbitt, Shannon Medical Center Systems Security Administrator.

The partnership between Shannon Medical Center and ActZero significantly strengthened the hospital's cybersecurity posture. The expertise of the ActZero 24/7 SOC and support, combined with their AI detections, successfully reduced vulnerabilities in the hospital's environment by 90%. Shannon Medical Center can now focus on providing exceptional healthcare services to its community, knowing their critical systems are actively protected by the ActZero expert team.



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